

Wilhelmsen Ships Service

MAGAZINE 2.09

TECHNICAL SERVICES | MARINE PRODUCTS | MARITIME LOGISTICS | SHIPS AGENCY

DIAMONDS IN THE ROUGH:

Adding value to bulk handling operations

Our mineral segment specialists are the **"JEWELS IN THE INDUSTRY"** adding value to bulk handling operations.

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The three cities in the 1.09 "Where in the world..." competition were Singapore, Rio de Janeiro, and San Francisco.

Congratulations to Tony Francis of Wärtsilä LLC, Dubai who will be receiving a Unitor infrared thermometer.

Photographs courtesy of Richards Bay Coal Terminal (page 5), Alabama State Port Authority (Page 6), CSL Asia Shipping Pte Ltd (page 7) and Volvo Ocean Race (Page 15).



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A MESSAGE FROM THE PRESIDENT:

Finding a safe harbour in rough seas

In challenging economic times our customers need suppliers who can provide them with support, help them reduce their operational costs and limit their financial risk. They need reputable and dependable partners with a sound background in the shipping industry.

We are well placed to offer these assurances. We have the largest marine supply and service network in the world, and our people have extensive maritime knowledge, gained over 150 years in the shipping business. Our success over the years has not come from standing still. We have always been an innovative company, adapting our operations over time to meet the changes in world trade and the global economy. We use this knowledge to provide innovative solutions for our customers, and we use our solid global network to offer support and assistance to the world's fleet.

Our approach to minerals transshipment and transportation is an excellent example of this innovative use of our global capacity and experience. This is featured in the main article in this issue, "Diamonds in the rough". In order to provide the most efficient service to large bulk handling customers, we decided to bring together our minerals experts from

around the globe and pool their expertise in a "mineral segment team". Despite having members of the team located on five continents, they communicate regularly to look for unique solutions to streamline the supply chain from bulk suppliers to bulk consumers.

As the demand for our services grows, so does our network. This issue looks at the expansion of our facilities in Mozambique in the last few months, which is an exciting new area of development in the Southern African region. We also look at Brazil, with a special focus on our offices in Rio de Janeiro.

With the usual features on safety updates, product news, and people in our network, we trust that you will find this an interesting and informative magazine.

David J. Tandy
President



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THE MINERALS TEAM:

A specialist team comprised of individuals from different parts of the Wilhelmsen Ships Service organization.

Diamonds in the rough

Our mineral segment specialists are the **“JEWELS IN THE INDUSTRY”** adding value to bulk handling operations.

THE MINERALS TEAM

Wilhelmsen Ships Service recognises that companies dealing in mining and transporting minerals represent a segment of the shipping market with special needs. To meet these needs, we decided to set up a specialist Minerals Segment Team comprised of individuals from different parts of our organisation with knowledge and expertise in specific aspects of bulk transport.

MORE THAN THE SUM OF THE PARTS

“It helps our customers to bring together specialist knowledge from different parts of the world,” explains John Sim, Sales Director of the Minerals Market Segment. “We have hand-picked a specialist team headed by Roy Davidson, Global Minerals Segment Manager, with specific knowledge and capabilities located in most of the major ore locations in the world. We can bring them together when needed to meet major ore importers. It is invaluable for our customers to have the opportunity to get first-hand knowledge of the challenges they will face.”

“From our point of view, we are able to fill in

the gaps in each other’s knowledge, making our combined wisdom more useful than the sum of all the individuals’ knowledge.”

ADDING VALUE

“All this would be pointless if it did not add value to our customers operations,” said Roy Davidson, currently based in Richards Bay. “By pooling information about the best shippers, brokers and traders, we can ensure that we give the best advice to our customers. We can streamline the process, speed up delivery and help avoid the pitfalls that can cause expensive delays.”

“We have mapped the logistics chain from pit to port, and know all the places where

WE HAVE HAND-PICKED A SPECIALIST TEAM HEADED BY ROY DAVIDSON, GLOBAL MINERALS SEGMENT MANAGER

things can go wrong. We have developed good relationships with surveyors, rail companies, shippers, barge operators, stevedores, port authorities and terminal managers, so we are able to unblock bottlenecks as soon as they occur.

“We see ourselves as working with, not working for our customers. We have



knowledge of both ends of the supply chain, and can coordinate activities and communication flows within these chains, thus optimizing efficiency. We manage and monitor the various subcontractors to ensure that their performance meets our customers’ expectations. It helps that we have a worldwide network, working in the same time-zones and languages as our customers and suppliers.”

A TEAM WITHIN A TEAM

“We benefit from being part of a large organisation, and although much of our time is taken up with traditional agency work, we also deliver a wide cross-section of ships service activities. Of particular interest to our bulk customers is the range of chemicals for cargo-hold cleaning, the



LEFT: ROY DAVIDSON, teamleader. ABOVE: Loading coal at Richards Bay

equipment for delivering these chemicals, and the specialist advice that is on call whenever our customers need it.”

.....

The team has produced a useful set of maps for customers, showing the main ore handling facilities in South Africa, India and Brazil. These maps can be downloaded from the Mineral Segments page on our website.



CASE STUDY

Wilhelmsen Ships Service's work
with BERAU COAL, Indonesia

Text: Achmad Jauhari



Getting the coal FROM THE MINES TO THE SHIP

In 1983, Berau Coal signed a contract to develop a concession in the Berau regency covering an area of around 1200 square kilometres.

Wilhelmsen Ships Service has the job of ensuring that the coal gets from the mines to the ships with the minimum of delay – a tall order in a supply chain that has several complicated steps along the way.

From the mine site, the coal is transported by road to coal processing plants. During the rainy season the road is slippery, which slows down the trucks. This can affect the shipping schedule, so our agents need to be kept informed of the traffic flow. If vehicles break down or get stuck, this can lead to

delays in delivering coal to the loading barge jetties, and we need to make arrangements to ensure that the stockpile is maintained.

After crushing and blending, the coal is carried by trucks to coal port stockpiles and then loaded onto barges by loading conveyor facilities. The coal is then transported by barge from all three coal-loading terminals to the transshipment location at Muara Pantai anchorage roughly 75 km offshore in the Sulawesi Sea from Lati jetty or about 50 Km from Suaran Terminal. The coal is either loaded directly into ship holds

using the ship's own crane, or in the case of non-geared vessels, via an off-shore transshipment platform known as the "Sea Spider".

Since 1991, we have handled more than 3,000 offshore vessel loadings and 1,300 terminal coal loading operations. We monitor vessel positions in advance by actively communicating with our offices within the region. We are in constant contact with the ship masters as well, in order to maintain schedules.





SEA SPIDER:

Loading the vessels offshore

With the help of Wilhelmsen Ships Service, Sea Spider tranships in excess of 4.0 million tons annually.



Wilhelmsen Ships Service was appointed as the shipping agent on Sea Spider, handling import documentation, operational permits, tax payments and payrolls for Sea Spider crew. We have a sole agency agreement for all vessels loading at the Sea Spider, including the management of stevedoring mooring gangs during loading.

The Sea Spider tranships in excess of 4.0 million tons of coal annually for PT Berau Coal. It was designed to enable Berau, restricted by a shallow draft port, to load Panamax and Capesize vessels and thereby access the more lucrative Asian markets. The Sea Spider was designed to be simple and reliable, flexible, efficient and cost effective.

The semi-submersible platform is well tested and proven in the offshore oil industry where it is considered the most

stable floating platform in waves. The Sea Spider uses the concept of SWATH (Small Waterplane Area, Twin Hull) and provides several advantages over traditional barges. Because it is semi submersed, it is much less vulnerable to waves. This is critical due to the length of the loading boom, as the motion of the barge or platform is magnified significantly at the end of the boom.

Another major benefit of the Sea Spider is that it allows barge unloading from the

THE SEA SPIDER HANDLES ABOUT 60 VESSELS PER YEAR, WHICH MEANS THAT WILHELMSEN SHIPS SERVICE COORDINATE AROUND 1,000 MOVEMENTS ANNUALLY.

centre of the barge outward. Most coal is loaded in the centre of the barge and it keeps barges stable throughout unloading. Additionally, the semi-submersible offers less resistance when being towed and is therefore faster, more manoeuvrable, and more fuel efficient than a barge.

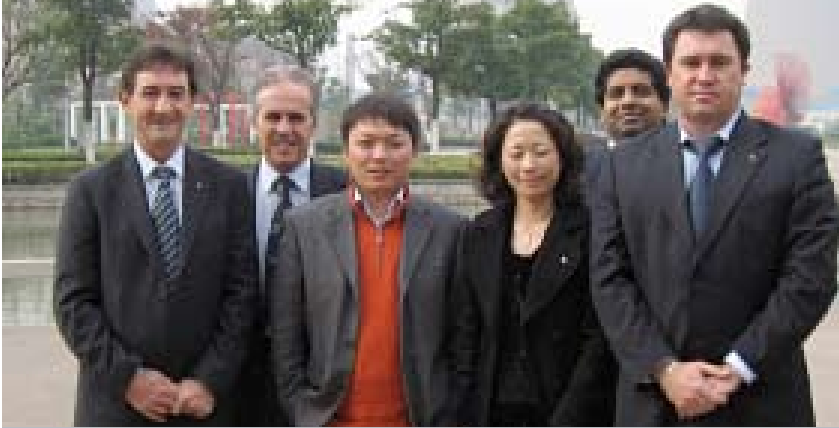
The Sea Spider's effective discharge rate is 1,200 metric tons per hour. It requires 10 to 12 barges (up to 10,000 metric tons each) for a Panamax size vessel, and 20 to 22 barges for a Capesize loading per shipment. The Sea Spider handles about 60 vessels per year, which means that Wilhelmsen Ships Service coordinate around 1,000 movements annually. Berau Coal could not operate without a pro-active agent to support them in managing this complex barge schedule.

Wilhelmsen Ships Service's main contribution to Berau coal's operations is our presence in the major Indonesian coal ports, and our international network. Our knowledge of the market, and the huge database of information that we have accumulated on everything connected with ports and shipping make us an invaluable partner for these complex operations.

THE CHINESE CONNECTION

In November 2008, team members from India, Australia, South Africa and Brazil visited China to help streamline the supply chain.

Text: Roy Davidson



THE MINERAL SEGMENT TEAM

From left: Roy Davidson, (Minerals Segment Manager); Armando Sampaio (Minerals Team Member, Brazil); Assistant Director of Jiangsu Shagang International Trade Co, Limited; Jennifer Wu (Minerals team member, China); Arun Nair (Minerals Team Member, India); Jason Hawkins (Minerals Team Member, Australia)

In November 2008 five of the minerals team members went on an extended tour of China to meet customers, and discuss ways of improving their supply chain.

This was an opportunity to see the team in action. It included members from India, Australia, South Africa, Brazil and China, each with their own specialist knowledge of the challenges faced by bulk mineral handlers in their region.

The customers they visited were mainly managers of iron and steel plants, with the responsibility of supplying iron ore and coal to keep up their tight production schedules. They were able to assist with sourcing suppliers and helping to improve delivery times by streamlining the supply chain. We have broken down the supply

chain and have identified all the possible pitfalls, so we know what information is important, and when.

In the case of customers importing millions of tons of coal and iron ore per year, even a very small improvement in efficiency can lead to huge cost savings. Our detailed knowledge of local conditions means that we have up-to-the-minute

information which can be invaluable for major suppliers and consumers. Apart from coordinating arrival and departure of bulk vessels, we keep abreast of local news, so we know when there are machinery breakdowns,

strikes and labour disputes, or delays due to adverse weather conditions. We can anticipate problems before they happen and have time to arrange alternative suppliers, before the situation becomes critical.

GOING THE EXTRA MILE



THE UNITOR KITS include all the equipment necessary to clean and prepare cargo hold surfaces, including extendable lances and a pressure tank holding the chemical cleaning agent. This provides an easily-acquired solution for cleaning cargo holds rapidly without the use of scaffolding or lifts.

The use of custom-made packages allows the ship's crew to clean the holds safely and quickly during the ballast voyage and cargo operations. This reduces the time needed in port and frees the crew to do other maintenance tasks.

The right equipment is only half the battle



CARGO HOLD CLEANING solution

Wilhelmsen Ships Service provides the Unitor cargo-hold cleaning kits for different sized ships and cleaning conditions. Now, with three cleaning kits intended for different vessel sizes, customers have everything they need to handle 60 different cargoes.

LEFT: Loading the Unitor cleaning kit. ABOVE: Washing down the cargo hold.



- choosing the right cleaning chemical is essential. When applied, the chemicals' resident time on the surface plays an important role, as surfactants need time to penetrate and to "lift" particles off the surface. Applying chemicals as foam prevents run off from vertical surfaces and prolongs the chemical contact time on the

bulkheads. Strong alkaline multipurpose cleaners like Aquatuff and Aquatuff High Foam are especially recommended. To achieve a stable foam layer Aquatuff can be used with Unitor Foam Agent (50 ml per 1000 litres washing solution), while Aquatuff High Foam is ready to use.

Cargoes such as coke, petcoke, etc. sometimes make cleaning to a "grain standard" difficult as small particles can be very difficult to remove especially from organic coatings even with the use of effective cleaning chemicals and high pressure water jets. In these cases, it is recommended to prepare or protect the

cargo holds before loading a "dirty" cargo. This can be done with a barrier coating, such as Slip-Coat WR. It is a water-based product specially formulated to fill the pores in paint, preventing small particles from being trapped in the pores. After curing, Slip-Coat WR leaves a thin temporary water resistant film that provides a barrier between the cargo and the bulkheads. The film is water insoluble, making it suitable for cargoes loaded in damp or wet conditions. It prevents cargo from sticking to bulkheads as a result of moisture build-up during a voyage.

The new SOLAS safety regulations from July 2010 will apply to new lifejackets.

HOW WILL THAT EFFECT EXISTING LIFEJACKETS?

Text: Martin van der End



NEW LIFEJACKET REGULATIONS

THE NEW REGULATIONS APPLYING TO INFANTS STATE: "... for passenger ships on voyages less than 24h, a number of infant lifejackets equal to at least 2.5% of the number of passengers on board shall be provided

THERE ARE TWO ASPECTS to the new regulations: the provision for infants on board, and the changes in testing requirements.

INFANTS:

The new regulations applying to infants state: "... for passenger ships on voyages less than 24h, a number of infant lifejackets equal to at least 2.5% of the number of passengers on board shall be provided;"

"... for passenger ships on voyages 24 h or greater, infant lifejackets shall be provided for each infant on board."

NEW TESTING CRITERIA:

The testing requirements for new lifejackets have been changed. In terms of the new LSA codes, all lifejackets must be tested against a standardised RFD (Reference Testing Device), to comply with international SOLAS regulations.

TIMING:

MSC.201(81) implements a SOLAS amendment of CH.III reg.7. The SOLAS amendment becomes effective on 1 July 2010 and is applicable in accordance with SOLAS III/1.1, on ships built on or after 1 July 1998. MSC.207(81) is an extension in the LSA

code of a.m. SOLAS amendment, also this change enters into force on 1 July 2010, and is applicable for lifejackets that are produced as from that date.

The fact that the amended SOLAS requirements are applicable on ships built on or after 1 July 1998 does not mean that immediately all lifejackets on board of this category of ships need to be replaced. As long as they are still in good condition and approved according to existing requirements, they can remain on board. However, if lifejackets need to be replaced after 1 July 2010 then they obviously need to comply with the new regulations.

TESTING CHALLENGES:

We spoke to Dave Evans, Product marketing manager of lifesaving and survival equipment. "This is a positive development in improving the safety of passengers at sea," he said. "However, it throws up some unusual challenges regarding the testing of new infant lifejackets. Clearly it is not practical to test the lifejackets on babies and infants. In this instance, there is some flexibility in the testing environment, and it is considered acceptable to test the lifejackets with models and weights. We are confident that the

tests carried out will simulate as closely as possible the real situation, and the jackets will provide acceptable levels of buoyancy in emergencies."

SEAGUARD:

To meet the new regulations, Wilhelmsen Ships Service has launched an innovative range of "SEAGUARD" lifejackets.

In addition to satisfying the water test requirements, the lifejacket material and construction have been subjected to rigorous tests for temperature cycling, oil resistance and strength, to ensure they meet all SOLAS and "Wheelmark" safety requirements. Their compact and standardised design allows for easy donning and reduces the storage volume, making them ideally suited to the requirements of passenger vessels.

"In an emergency, lifejackets should be easy to put on, comfortable, and safe," said Dave Evans. "When not in use, they should be compact and easy to store. Our lifejackets meet all these requirements, providing an ideal solution for the market."

READY FOR

ACTION!

The Middle East is one of our most active areas for servicing Fire, Rescue and Safety (FRS) equipment. The manager of this operation, Gerard Delima, is one of the busiest men in our organisation. Text: Dave Stebbing

We caught up with Gerry on the road between Fujairah and Dubai – a 260 km round trip that he drives at least four times a week.

CAN YOU TELL ME HOW YOU GOT INTO THE FRS BUSINESS?

I started as an apprentice with the company (still called just Unitor in those days) in 1989. After I qualified as a Technician I was posted in Bahrain in 1993, first as a Service Engineer, then gradually took on more responsibility and took over as Branch manager for Bahrain in 1995, until in 2000 I was asked to move back to Dubai to take a bigger role / responsibility and in 2004 became Area Service Manager for the Middle East and Indian sub-continent area.



Gerard Delima

technicians working on vessels, and some from customers, who can be anywhere in the world. I no longer spend much time on vessels myself, but because of my 20 years of experience working with so many different systems, I can offer advice to technicians on most of the problems they come across. On average, they handle about 4-5 jobs every day involving every-

thing from checking extinguishers to fixed fire fighting systems, and I have to provide technical support to the technicians. I also have to keep in touch with customers and class surveyors, making sure customer satisfaction and their expectations are met and at the same time to be in compliance as per to the Classification societies guidelines.

WHAT ARE YOUR WORKING HOURS?

My working hours can be from morning to midnight 24 hours / 7 days a week, as many of our customers have principals in the USA, where they just starting work as we come to the end of our working day. Fortunately I have a great team of technicians and administrative personnel who are dedicated and proactive and never let business opportunities pass by.

HOW DO YOU FEEL ABOUT YOUR JOB?

I have a passion for my work. It is interesting and challenging, and I get great satisfaction from knowing that we are respected for the work we do. We are one of the few U.S. Coastguard approved service centres in the region. I take the responsibility to maintain our reputation very seriously and ensure customer satisfaction.

WHAT DOES YOUR WORK INVOLVE?

I spend a lot of my time on the phone – at least 25 calls a day. Some of the calls are from my team of 27





PER ARNE JOHNSEN at Unitor Chemicals in Tønsberg



Right: HILDE AARØ MATHISEN at Unitor Chemicals in Tønsberg

Keeping your **BOILER** healthy

Have you ever wondered what happens to all the “Rapid Response Forms” and “Waterproof” reports you send to Unitor Chemicals?

Text: Dave Stebbing



The rapid response form will be phased out and replaced by “Waterproof”

We visited Hilde Aarø Mathisen and Per Arne Johnsen at the Unitor Chemicals factory in Kjøpmannskjær near Tønsberg, Norway, where these reports are analysed, and spoke to the two water analysts responsible for the safety of thousands of ships at sea. They process 53,000 reports every year, and make recommendations to ensure that ships boilers everywhere are running smoothly and safely.

TICKING BOMB

“Every ship with a boiler is effectively carrying a bomb,” said Hilde Aarø Mathisen, water analyst at Kjøpmannskjær. “If the crew do not monitor the quality of the water every couple of days, and add the necessary chemicals to prevent the build up of scale and impurities, the operation of the boilers will be insecure, there will be reduced fuel efficiency, and in extreme cases the boiler can explode with tremendous force.

RAPID RESPONSE FORM

To prevent this happening, we have methods of assisting ships’ engineers. Most engineers are familiar with the “Rapid Response Form” that has been used by Unitor Chemicals for many years. These require the crew member responsible for boiler treatment to analyse samples two or three times a week, and enter these into boxes on the form. Normally, a ships engineer can tell at a glance from looking at the readings if everything is all right, or if chemicals need to be added. However, even when this is obvious, most operators will still send the forms to Unitor Chemicals on a regular basis – usually as soon as the ship reaches the next port.

The small post office in Norway receives mail from destinations around the world for Unitor Chemicals, which is delivered every day to the water analysis department.

The forms are then scanned into a computer, which automatically reads the data, provided it has been entered clearly. The information is recorded under the ship's name, and if all the readings are within acceptable parameters, nothing further happens. However, if any readings are outside the tolerances defined by the boiler manufacturers, the water analysts are immediately alerted to the problem.

"If the readings are outside the recommended levels, my job is to recommend suitable treatment and give advice connected to the problem," said Per Arne.

WELCOME TO WATERPROOF

New technology on vessels allows engineers to enter data online and transmit this immediately to Unitor Chemicals. The program "Waterproof" is available for all vessels. It takes just minutes to install, and the results of tests can then be entered directly into the ships' computer. The response time will be reduced from months to weeks, or even days, in future.



The results can be transmitted directly to a special email address which has been set up just for this task. The so called "back-end" of Waterproof is updated every 24 hours. Then we check the results, and if no extra recommendations are required a log report is generated and sent out as an e-mail. Logs received which are outside recommended levels are commented upon, and advice is given if needed. The system is similar to Rapid Response, but no paper is required.

RECOMMENDATIONS

We have an overview of the requirements of all major boiler and engine makers, and closely follow their recommendations for the different systems, particularly in relation to the amount of chlorine in the system. This is one of the parameters that needs to be kept as low as possible.

PREPARATION OF TREATMENT CHEMICALS

Detecting problems, and making recommendations is just a small part of the job. The chemicals that treat the boilers are prepared in the Unitor Chemicals factory, and shipped from there to hundreds of destinations around the world.

Liner Agency in Egypt a 5,000 year old business...

Egypt has been a centre of trade in the Eastern Mediterranean for nearly 5,000 years – except that the ancient Egyptians didn't have access to computers, container terminals, SMS messaging – or Wilhelmsen Ships Service agents.

Text: Eelco Camstra



The liner agency activities of Wilhelmsen Ships Service in Egypt have grown dramatically over the last two years, particularly in import, export and transshipment volumes. Port Said is the main port of call used by the liner principals but also Alexandria and Damietta feature regularly in the sailing schedules. Feeder vessels operate to and from Port Said, and the inland destinations in this vast country are served by road. Greater Cairo, with a population of 25 million, and Alexandria with 3.5 million are the main industrial areas.

In 2008, Wilhelmsen Ships Service handled 63,000 TEUs (36,000 import and 27,000 export) and 62,000 transshipment containers. This handling includes all documentation services for import and export cargo, vessel's berthing, discharge and loading operations pre-planning in co-operation with the container terminals, and delivery of containers to the final destination through our transportation desk.

Planning of berthing and un-berthing of container vessels in Port Said requires close liaison with the Suez Canal Authorities and needs to fit in the Canal's convoy schedule, not only because of manoeuvring a vessel during convoy movements is not possible, but also because the departing or arriving container vessel has a pre-allocated position in a convoy.

MINIMISING "IDLE TIME"

Container tracking and tracing is part-and-parcel of logistics control in order to

make the most efficient use of the line's equipment, minimising the "idle" time. Our operations management ensures that the contracts with vendors, included container terminals, are observed at all times.

Our sales teams, located in Cairo, Alexandria and Port Said are on the road daily to meet with shippers and consignees to arrange shipments and cargoes, although there can often be delays because of the traffic conditions in this area.

Partly because of this, e-commerce has become more important for liner principals. Our customer service and sales desks are increasingly active in promoting this service,

IN 2008, WILHELMSEN SHIPS SERVICE HANDLED 63,000 TEUS (36,000 IMPORT AND 27,000 EXPORT) AND 62,000 TRANSHIPMENT CONTAINERS.

which allows selected clients to enter their pre-booking information into the booking application directly.

Another useful innovation we have recently introduced is the SMS arrival notice, whereby the Customer Service desk informs the cargo receiver by SMS text as soon as the arrival date of the container is known.

Our business in the area is going from strength to strength. At this rate, we can look forward with confidence to doing business in this area ... for at least the next 5,000 years!

A DAY IN THE LIFE...

Safety Service Manager JIM CAVINESS
in South America is based in Rio.

Text: Dave Stebbing



Most of our service work is onboard supply vessels for the offshore platforms. These vessels are normally only in port for a couple of hours, so we have to be sure to meet them when they come in to complete the work before they leave. We also do safety service on the international container and bulk vessels that call Rio, Vitoria and the northern ports of Brazil. We use a flying squad from Rio to handle the northern ports as there are no technical companies we can use as sub-agents in this area.

We do several commissioning services for our sister companies in Brazil. Normally I

up 2-3 technicians for weeks. On a normal day I usually finish around 1800 to start the 2 hour drive back home. It can be a long day, but I find the work satisfying and enjoyable.

What are the problems for new operators wanting to use Brazilian ports?

Conditions can vary from port to port. It is essential to have detailed knowledge of local legislation, documentation requirements, immigration procedures etc. It is advisable to appoint reputable agents and service providers and follow their instructions exactly.

The state of Rio de Janeiro has several Port facilities, most of which are in good condition. Private terminals, such as the port of Itaguaí and the Libra and Multi Rio container terminals in the city of Rio are very efficient. Public ports are not in such good condition. Most of all investments are done by private port operators in Brazil.

How good are the specialised technical services available in Brazil?

Brazil is like most other areas in the world these days: technically skilled personnel as well as companies specialising in the maritime industry are hard to find. Most of the operators in Brazil will use larger companies such as Wilhelmsen Ships Service, or will occasionally bring in short term workers from Europe or the USA.

IN GENERAL THE PORT FACILITIES IN BRAZIL ARE BETTER THAN MOST COUNTRIES IN SOUTH AMERICA. IT IS ALWAYS ADVISABLE TO VERIFY LOCAL OPERATION BEFORE FIXING THE CARGO AS THERE ARE GREAT VARIATIONS BETWEEN THE VARIOUS OPERATORS.

have a couple of meetings a week with the shipyards to assure that the systems are being installed correctly so that the actual commissioning can go smoothly for the owners.

Several times a month I work in Rio in the morning and then travel to Macaé (minimum 2 hour drive from Rio) to do another ship. Then I travel back to Rio for work that needs to be done in our workshop. I try to get a couple of hours in the office every day as well to handle the paperwork and to schedule jobs and technicians for the coming days. From our location in Rio we cover the complete coast of Brazil, so good scheduling is key. In two months' time we aim to open a workshop in Santos with the same capacity as we have in Rio. This will give us more flexibility which will make it easier to cover a larger area and accept the larger jobs that might tie

Is the turnaround time in port faster or slower than other ports in the region?

The turnaround time in port depends on the cargo and the port. In general the port facilities in Brazil are better than most countries in South America. It is always advisable to verify local operation before fixing the cargo as there are great variations between the various operators.

How much pressure is there on dry-docking places?

There is much pressure on the dry-dock facilities currently. We have 5 facilities in Rio/Niterói. All 5 of them are currently over-booked. An average dry-docking for a supply vessel currently is taking up to 4 months (normally 30 days).

How does Rio compare with other ports in Brazil? What sort of investment is planned for the country's harbours?

Which are the best ports for bulk-handling?

In Rio, we have 3 ports for bulk handling, all located in the Sepetiba bay and operated by Vale and CSN. Vale also operates large bulk ports in Vitória and Ponta da Madeira.

Are there new regulations coming up that existing operators should know about?

Brazil is a country where regulations change frequently. The focus and enforcement of existing rules also changes rapidly. For the international shipping segments they generally follow SOLAS and IMO regulations, but it is always necessary to check with local agents. The agents have to constantly update themselves on local regulations.

What is the level of bureaucracy? What special regulations apply to Brazilian ports that may be different from other parts of the world?

Every country has procedures that need to be followed, and these can sometimes be frustrating. For example, Wilhelmsen Ships Service was delivering a serviced liferaft to a vessel. The delivery note included the replacement of various consumables inside the raft. When clearing the raft, the



A day in the life...

JIM CAVINESS, OUR MAN IN RIO: "From our location in Rio we cover the complete coast of Brazil, so good scheduling is key"

customs official requested us to open the raft to inspect the consumables. Of course we had to return to the service station and re-certify the raft afterwards as the raft had been opened in a non-secure environment!

What aspects of Brazilian ports are better than average for the region, and what aspects are worse?

I would say that the bulk and container business in Brazilian ports are the best operations. The most challenging is probably the offshore business.

How does the physical infrastructure compare with other ports in the region?

The infrastructure in the south of Brazil such as Vitoria, Rio and Santos are among the best in the region. In the north, it is generally not as well developed. The exception is the bulk port in Ponta da Madeira.

Is Rio a popular destination for crews? Is it dangerous? Is it safer to stay on board?

Rio is a very popular destination for crew members. Rio is like any large city in the

world, and can be dangerous if you go into the wrong areas of the city. It is always recommended to travel in groups when leaving the vessel and go with someone who is familiar with the city.

WILHELMSEN SHIPS SERVICE SHOWING CONFIDENCE IN

Mozambique



The opening of Wilhelmsen Ships Service's new office in Maputo is a sign of growing confidence in the region. The company already has a strong presence on the east coast of Africa from Egypt to South Africa, and this latest move is designed to keep up with the growth of Mozambique's economy.

In addition, increased volumes of traffic from South Africa, Swaziland, Zimbabwe and other land-locked countries in Southern Africa are being directed through Mozambique. If the fragile political agreement in Zimbabwe holds and the Zimbabwe economy returns to its former productivity, imports and exports through Mozambique will soar.

We are well placed to handle this business. Initially, the office will specialise in ships agency work and maritime logistics. Later in the year we will supply technical services and products from the renowned Unitor range. We are the only ships service company in Mozambique with the capability to offer this broad range of products and services.

"We are very pleased to be opening this new office in Maputo," said Prean Pather, General Manager of Wilhelmsen Ships Service South Africa. "This fits into our strategy for strengthening our network in all the major ports on the east coast of Africa. We want to be able to offer all our customers on this coastline the same level of service in every port, wherever they happen to call."

GOOD NEWS FOR THE REGION

Initially, Wilhelmsen Ships Service will operate out of Maputo, but as the level of activity in the region grows, we anticipate opening a second office in Beira. "When this happens," said Prean, "it will be a sign that confidence has returned to this part of the African coastline. This is good news for the region."

"After many years of instability and natural disasters, Mozambique is now developing into a communications corridor for Southern Africa. We see a long term future for the company in this exciting new market."

THIS FITS INTO OUR STRATEGY FOR STRENGTHENING OUR NETWORK IN ALL THE MAJOR PORTS ON THE EAST COAST OF AFRICA.

... NOW

Text: Martin Cano

HERE are three examples of how a problem can be solved in a quick and efficient manner:

1 A vessel has left Arzew in Algeria with destination Cartagena Spain, but suddenly there's a change of plan and vessel has to proceed direct to the USA. "...now what are we going to do? How are we going to get the Superintendent urgently off the vessel if vessel is no longer going to Cartagena but to New Orleans?"

ANSWER: Easy, do an off limits call in Algeciras or Gibraltar, when vessel passes the Straits of Gibraltar west bound; the ves-



WHAT are we going to do?

AN OFF PORT LIMITS (OPL) CALL ARRANGED BY WILHELMSSEN SHIPS SERVICE COULD BE THE SOLUTION!

sel slows down, we, Wilhelmsen Ships Service, arrange for our launch to go alongside and the Superintendent disembarks from the vessel. The vessel does not go off hire, no port dues either – Quick and efficient!

2 A customer is very interested in arranging a Unitor liferaft exchange contract. "...however, we cannot plan too much in advance as our vessels are mainly in the spot market and we don't always know with sufficient time our next port. How could we solve this?"

ANSWER: "How about an off port limits call? We have our life rafts in major transit ports

and if required, we can organise this life raft exchange as the vessel is passing. The vessel slows down, we organise our launch to carry the life rafts and we coordinate with the vessel to do the life raft exchange. The vessel does not go off hire and no port dues are paid. Quick and efficient!"

3 A vessel calls in Gibraltar for bunkers for the charterers and the owners have arranged a crew change plus truck with spares and stores. Unfortunately the truck arrives when the border between Gibraltar and Spain is closed. The truck cannot enter Gibraltar and spares and crew cannot be delivered. "...now what are we going to do?"

How can we deliver the items without going off hire and delaying the vessel?"

ANSWER: Tell the truck to go to Algeciras, and our Algeciras office will arrange an off port limits call when vessel completes bunkering in Gibraltar. No port dues, no off hire. Quick and efficient!

Off Port Limits services are available in many locations in the world. The most common locations are the Bosphorus, Suez, Panama, Durban, Cape Town, Singapore, Algeciras, Canary Islands, Gibraltar, Fujairah, Houston, New Orleans, Hong Kong and Sri Lanka.

OFF PORT CALL DELIVERY



WHAT DO YOU KNOW ABOUT GASES?

HANDLING DANGEROUS GASES

The first in a series of articles about gases and how to handle them.

Text: Thomas Jacobsen



OXYGEN IN HIGH PRESSURE CYLINDERS

ALMOST EVERY SHIP IN THE WORLD carries oxy-acetylene equipment. The uses for these versatile gases are almost infinite – cutting and welding a variety of metal and even non-metal surfaces. Wilhelmsen Ships Service produces a comprehensive welding manual which looks at how to get the best performance out of this equipment, which has proved invaluable to ships crews over many years.

HOWEVER, how much do crew members know about the gases themselves? Over the next few issues, this magazine will take a look at gases, and the dangers that can face crews and the ships that carry them.

Welding oxygen and medical oxygen are often considered harmless compared with acetylene or other combustible gases. This is not the case. Oxygen gas makes up approximately 21% of the atmosphere, which is sufficient to cause metal to rust, fires to burn out of control, and certain foods to turn sour. Consider how much more dangerous the environment inside a compressed oxygen cylinder must be – a source of near-pure oxygen, at more than 150 times normal atmospheric pressure.

OXYGEN ENRICHMENT

Fire hazard

Any air mixture with an Oxygen content of more than 21% is considered oxygen enriched. A content of 23% oxygen in air, only 2% above the normal atmospheric content, has to be considered an extreme fire and explosion hazard. The most common cause of oxygen enrichment on board a ship is a leak in one of the systems using compressed oxygen, and the most common of these is gas welding and cutting equipment. There

is an increased risk of an explosion if the oxygen leak is in a confined space where the welder has stopped work for some time and restarts, creating a spark.

Compared with a fire in normal air, a fire in an enriched oxygen atmosphere is more intense, burns with higher temperatures, and has a greater heat output. In most circumstances an oxygen fire cannot be extinguished until the source of oxygen feeding the fire has been isolated.

Sources of ignition

In order to start a fire we need an ignition source, fuel and an oxidizing agent. A source of ignition can be a spark from a grinder or a welding process, electric equipment short-circuiting or machinery overheating or mis-firing.



In an oxygen enriched atmosphere, this changes significantly. In general the same rule applies, but the amount of heat and fuel needed decreases dramatically. Even the smallest trace of grease or oil in an oxygen enriched atmosphere will have the potential to self-ignite. This effect creates hazards which are difficult to predict and prevent when working on board.

Clothing exposed to oxygen

Not many crew on board ship are aware that clothing absorbs oxygen. Consequently, the clothing of a person who has been exposed to any oxygen enriched atmosphere retains a high concentration of oxygen for some time and is highly susceptible to fire. They must avoid sources of ignition, and must refrain from smoking for at least 15 minutes until the oxygen in their clothing has been replaced by normal air. Many so-called 'non-flammable' textile materials will burn fiercely in oxygen-enriched air. Using

ger is asphyxiation. Asphyxiation is usually associated with nitrogen and other inert gases, such as argon, CO2 and helium, since they do not support life and are capable of reducing oxygen concentration to very low levels through displacement and dilution. Most accidents occur due to crew entering rooms or tanks that are connected to a nitrogen supply and that have not been properly checked for oxygen levels before entry. Complete entry is not necessary for a fatal accident to occur: fatalities have occurred where crewmen have simply leaned

in to inspect a tank with an oxygen depleted atmosphere. Inhalation of an oxygen depleted atmosphere can cause a person to immediately lose consciousness without warning and die from asphyxiation. Tragically, there have been many examples of fellow crewmen going to the aid of victims and becoming victims themselves because they were not aware of the cause of the initial incident.

lium are odourless, colourless and tasteless and, as a result, give no warning of their presence and the inevitable reduction of oxygen content of the local atmosphere. For an unaware crew member, the asphyxiation effect of inert gases takes place without any preliminary physiological signs. The action can be very rapid, only a few seconds for very low oxygen contents. In other words "you do not notice you are passing away". For longer exposures to oxygen-depleted atmospheres the symptoms of asphyxia may present themselves as rapid breathing and shortness of breath, rapid fatigue as well as nausea and vomiting. However, it is not unusual for the person suffering from asphyxia to be totally unaware of the symptoms and they may even feel euphoric. It can take as little as two breaths in an oxygen deficient atmosphere to cause unconsciousness and death.

OXYGEN CONCENTRATION	PHYSICAL EFFECTS
21-18%	No symptoms detectable.
18-11%	Reduction of physical and intellectual performance.
11-8%	Possibility of fainting within minutes without prior warning.
8-6%	Fainting occurs after short time, resuscitation possible if carried out immediately.
6-0%	Fainting almost immediate, brain damage even if rescued

THE SOLUTION: CONSTANT MONITORING OF AIR QUALITY

The only way to prevent crew from entering into an oxygen enriched or depleted atmosphere is air sampling and analysis. The easiest way to achieve this by equipping the crew performing the work with portable oxygen detectors, enabling the crewmembers to monitor the air constantly even while working. And it is the constant monitoring which is of vital importance, as some processes may change the air composition in the room or tank either increasing or reducing the oxygen level.

clothing treated with a flame retardant can be useful only when the enriched oxygen concentration stays very low, but their retardant properties reduce considerably when the oxygen concentration increases. Above 25% oxygen concentration, they have no protective qualities at all.

to the aid of victims and becoming victims themselves because they were not aware of the cause of the initial incident.

Oxygen means life

Oxygen is the only gas that supports life. Any depletion of oxygen below 21% must be treated as hazardous and relevant precautions taken.

LACK OF OXYGEN

Asphyxia

Lack of oxygen in the atmosphere is also extremely dangerous. In this case the dan-

No warnings

Inert gases such as nitrogen, argon and he-

NEXT ISSUE: Understanding acetylene

INSIDE NEWS

New GAMAZYME products

To further complement and enhance our biological cleaning range with another biodegradable product, we are pleased to announce two new products we call BUB and TSP.



BIOLOGICAL URINAL BLOCKS



TOILET SCALE PREVENTER

BUB (Biological Urinal Block)

The Gamazyme BUB has been formulated to reduce odour problems and blockages in urinals and pipe work. The use of Gamazyme BUB reduces the frequency of flushing without the danger of scale build-up and odour problems.

Gamazyme BUB is suitable for use in all types of urinals, stainless steel and porcelain troughs.

- Water soluble
- Easy to use and apply
- Cleans and freshens
- Removes obnoxious odours
- Prevents blocked urinal traps/pipe work
- Does not contain p-dichlorobenzene
- Contains odour controlling perfume
- Non-corrosive to all metals and synthetic materials

TSP (Toilet Scale Preventer)

The Gamazyme TSP is designed to inhibit the scale formation in the black water vacuum systems onboard ships.

It is recommended to dose the Gamazyme TSP with a dosage pump and the product is pH neutral, non corrosive and can be used with all materials found in sewage systems.

- Liquid scale preventer easily dosed via dosing units
- Biodegradable product
- State of the art scale preventer for Black Water Systems
- Keep scale away from black water system greatly reducing the need for acid cleaning
- Prevents blocked pipes
- Non-corrosive to all metals and synthetic materials



NEWSLINK ON OUR WEBSITE

Wilhelmsen Ships Service is pleased to announce the launch of the new "News & Media" functionality/service on their website (www.wilhelmsen.com/shipsservice).

THE NEW SERVICE INCLUDES:

- Press releases
- Archive
- Customer magazine
- Contact details
- Subscription with push mail

Anyone interested in following shipping news is invited to visit our website to read more about our company, breaking press releases and to subscribe to the newsletters. You will find a link to the new service on the front page of our website.



NEWS AND MEDIA SECTION IN RED

Cruise Shipping MIAMI EXHIBITION

WILHELMSSEN SHIPS SERVICE would like to thank all the visitors who called at our stand in the Cruise Shipping Miami exhibition last month. Apart from giving us the opportunity to display some of our new products and services, the exhibition was an excellent occasion for us to meet old friends, and make some new ones. We were pleased to be able to share the stand with our sister company, Wilhelmsen Marine Engineering.



Customers visiting the stand showed particular interest in the liferaft rental programme, and our range of sustainable chemicals. The Cruise Shipping Miami exhibition was a great success for all participants. Despite the depressed economic situation, it was encouraging to see so many exhibitors demonstrating a positive attitude to the future, with their lively and attractive exhibition stands. We trust that this augurs well for the future of cruise shipping.



NOR-SHIPING: A "GREEN" EXHIBITION

Wilhelmsen Ships Service will have a strong presence at the Nor-Shipping exhibition in June 2009. We will be exhibiting in conjunction with our sister companies which make up the Wilhelmsen Maritime Services group and we will cover an area of 178 square meters. This will be the first time all four daughter companies are presented together at an exhibition. A main focus for the organizers of Nor-Shipping in 2009 will be on the environment and our stand at Nor-Shipping will therefore have elements which will focus on this. Visit us at stand E02-07.

INCREASED INTEREST IN REFRIGERANT RECOVERY

WITH THE APPROACH of the deadline banning the use of virgin R-22 within the EU countries, many of our customers are equipping their vessels with a refrigerant recovery package.



However, recovering R-22 from systems being converted is not the only use for these packs. It is also important and economically advisable to recover refrigerants during maintenance and service operations on systems running on new types of synthetic refrigerants and blends.

Due to global warming it is environmentally irresponsible and in many ports, illegal, to vent these refrigerants into the atmosphere.

ORDERING DETAILS:

1ph 220v 50/60 Hz: 609 716142

1ph 110v, 50/60Hz: 609 652511

All the changes are listed in the Network Directory on our website at www.wilhelmsen.com/shipservice

NETWORK CHANGES

BAHRAIN

Official company name now Almoayed Wilhelmsen Ltd.

BELGIUM

New appointments:

JAN CUYT, General Manager Belgium

ROGER GUNDERMANN, Technical Manager Fire and Safety

Capabilities:

Now fully equipped for Immersion suits testing, and foam testing.

Logistics warehouse capacity increased to 1,000 square metres.

New numbers:

Customer Support Centre Belgium: Tel: +32 (0)32216100

Fax: +32 (0)33608719

BULGARIA

Our operation in Bulgaria is now a wholly owned Wilhelmsen Ships Service company. General Manager, Bistra Georgieva.

CHILE

Our main office in Chile has now moved to Valparaiso.

For legal reasons it is still known as Barwil Chile, SA.

CHINA

Shanghai

New office telephone numbers:

Main Telephone number: + (86) 21 6086 3888

Fax Number (Ships Agency): + (86) 21 6086 3877/99

Fax Number

(Marine Products & Technical Services): + (86) 21 6086 3811/22

INDIA

Mumbai

The office has moved to a new premises:

7th Floor, Merchant Chambers

41, Sir V. Thackersey Marg

Churchgate

Mumbai 400 020

Telephone: +91 22 43415500

Fax: +91 22 43415580/81

IRAN

New office opening times:

Sunday to Wednesday 07:30 - 17:30;

Thursday 07:30 - 16:00; Friday & Saturday closed.

Telephone after hours changed to +98 917 774 6121

KUWAIT

Telephone: Landline add (2) after Country Code (+965)

Mobile add (6) after Country Code (+965)

NETHERLANDS

New appointments:

HANS MOUT, General Manager Netherlands

MARK GOOSSENS, Port operations Manager Netherlands

JEROEN COERS, Ships Agency Operations Manager

ANDY MARINUSSEN, Technical Service Manager

POLAND

All our operations now under the name Wilhelmsen Ships Service Polska Sp. z o.o, and are legally authorised to offer the following:

- Account Sales towards Polish owners, managers and charterers.
- Ships Agency Services in ports of Szczecin and Gdansk including Unitor products supplies in ports of Szczecin and Gdansk including sub ports.
- Technical Services (Safety & Refrigeration) in ports of Szczecin and Gdansk including sub ports.
- Freight-forwarding for Polish and foreign customers.

QATAR

Doha

Official company name:

Wilhelmsen Ships Services Qatar Limited WLL.

E-mail address: wss.doha@wilhelmsen.com

SUDAN

As from 31 January, office opening hours are 08.00 to 13.00 every day, excluding Fridays.

SWEDEN

Gothenburg

The office has moved. New visiting address is:

Lilla Bommen 6,

41104 Gothenburg

SYRIA

Capabilities

Unitor products in Syrian ports are now supplied through Tartous.

Unitor chemicals and R-22, R-404A refrigerants are available.

For availability of all Unitor products and for placement of your orders, contact Wilhelmsen Ships Service Piraeus office.

UAE

Dubai:

New telephone number for Customer Service Centre:

+971 4 353 3633

UKRAINE

Unitor product deliveries now handled by Natalia Shevchenko.

UNITED STATES

Miami

The new liferaft service station in Miami is now fully operational.

HAVE YOU RECEIVED YOUR NETWORK DIRECTORY?

If not, please contact any of the below centres, and they will be happy to post you one.

HOW CAN WE HELP YOU?

Did you know that you can contact us 24 hours a day at any of the centres listed below? You can use the map on the home page of: www.wilhelmsen.com/shipsservice to find all the contact details of your closest Customer Service Centre, or check in your Network Directory.

THE EMAIL ADDRESSES OF THE MAIN CENTRES ARE AS FOLLOWS:

North East Asia

- WSS.KOREA.CSC@wilhelmsen.com
- WSS.JAPAN.CSC@wilhelmsen.com
- WSS.TAIPEI.CSC@wilhelmsen.com
- WSS.SHANGHAI.CSC@wilhelmsen.com
- WSS.HONGKONG.CSC@wilhelmsen.com

South East Asia and Oceania

- WSS.SINGAPORE.CSC@wilhelmsen.com

Scandinavia

- WSS.DENMARK.CSC@wilhelmsen.com
- WSS.FINLAND.CSC@wilhelmsen.com
- WSS.NORWAY.CSC@wilhelmsen.com
- WSS.SWEDEN.CSC@wilhelmsen.com

Central Europe

- WSS.BELGIUM.CSC@wilhelmsen.com
- WSS.GERMANY.CSC@wilhelmsen.com
- WSS.NETHERLANDS.CSC@wilhelmsen.com
- WSS.UK.CSC@wilhelmsen.com
- WSS.SWITZERLAND.CSC@wilhelmsen.com

Eastern Europe

- WSS.LATVIA.CSC@wilhelmsen.com
- WSS.MOSCOW.CSC@wilhelmsen.com
- WSS.UKRAINE.CSC@wilhelmsen.com
- WSS.MURMANSK.CSC@wilhelmsen.com
- WSS.POLAND.CSC@wilhelmsen.com
- WSS.STPETERSBURG.CSC@wilhelmsen.com
- WSS.VLADIVOSTOK.CSC@wilhelmsen.com

Southern Europe

- WSS.IBERIA.CSC@wilhelmsen.com
- WSS.ITALY.CSC@wilhelmsen.com
- WSS.FRANCE.CSC@wilhelmsen.com

Mediterranean

- WSS.CYPRUS.CSC@wilhelmsen.com
- WSS.GREECE.CSC@wilhelmsen.com

Black Sea

- WSS.TURKEY.CSC@wilhelmsen.com

Middle East

- WSS.UAE.CSC@wilhelmsen.com

Africa

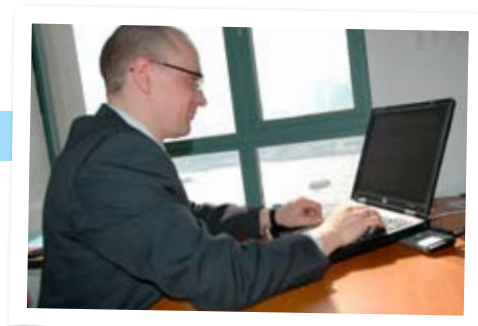
- WSS.CAPETOWN.CSC@wilhelmsen.com
- WSS.DURBAN.CSC@wilhelmsen.com

North and Central America

- WSS.NORTHAMERICA.CSC@wilhelmsen.com

South America

- WSS.SOUTHAMERICA.CSC@wilhelmsen.com



Marine Products | Technical Services | Maritime Logistics | Ships Agency

Wilhelmsen Ships Service is a matter of people. We have around 4,300 marine professionals at your service, all around the world. Our people make sure that your vessels operate smoothly at sea, and cut down your turnaround time in port.

We mind your business when it matters most to you.

DID YOU KNOW?

- Our yearly distribution of beverage CO₂ is sufficient to carbonate 59 million litres of carbonated drinks.
- Our yearly distribution of helium gas is sufficient for 800,000 balloons.
- A vessel using a refillable cylinder 20 times instead of using disposable cylinders saves enough steel to build one medium-sized car.
- We supply enough Unitor fire extinguishers per year to extinguish 4,340,000 liters of burning fuel.
- In 2008 we distributed 2,135,000 kg of welding electrodes. If a welder uses 5kg of electrodes during a normal shift, then this means that 1,170 welders were welding every day, weekends included, in 2008.
- We complete 22 product deliveries every hour, 24/7.
- Our service technicians visit 40% of the world fleet every year to ensure their compliance. It means one vessel every 30 minutes, 24/7.
- Over 80% of Unitor chemicals sold are environmentally-adapted products.
- We move 150 TEUs every hour.
- Wilhelmsen Ships Service has completed over 900 refrigerant changeover solutions, recovering over 6 tonnes of ozone-depleting substances that were safely destroyed by certified waste destruction companies.

If you have any questions, comments or suggestions regarding the contents or presentation of this publication, please send them to The Editor, wss.literature@wilhelmsen.com. This is a customer magazine, and we want to include the sort of information that you most want to read, in the way you want to read it.